



Employment Opportunity— Information Technology Specialist 2 (ITS 2)

January 8, 2013

The Washington State Department of Early Learning (DEL) helps ensure all children in Washington have high-quality early learning opportunities that prepare them for success in school and life. We work in partnership with parents, families, caregivers, and early learning professionals to offer information and resources that support healthy child development. Learn more about DEL at www.del.wa.gov.

Position Overview and Key Responsibilities

We are currently seeking a **Information Technology Specialist 2 (ITS 2)** working out of our **Olympia office**. This position serves as the Tier 1 Help Desk Technician for the Department of Early Learning. This position provides statewide end-user IT support to all agency staff including the DEL State Office along with field office staff. This position provides end-user support for client applications on desktops, laptops, tablet PCs and handheld devices.

Desirable Qualifications

DEL is most interested in candidates who meet or exceed the following criteria:

- At least one to two years of information technology experience such as analyzing, designing, installing, programming and/or maintaining computer software applications, hardware, telecommunications, or network infra-structure equipment or providing customer or technical support in information technology
- Ability to lift up to 50 pounds
- Demonstrate the ability to learn new technologies quickly and independently
- Ability to work individually or in a team environment
- Ability to handle multiple priorities in a timely and effective manner to achieve the agency's goals
- Ability to provide detailed technical documentation
- Ability to understand and follow agency policies
- Ability to use good judgment and make appropriate decisions
- Ability to build and maintain effective business relationships
- Ability to provide ad hoc technical support and trouble-shooting for development and production support personnel
- Ability to communicate effectively in English, both in writing and verbally
- Ability to perform hardware and performance testing and analysis

Kids' Potential, Our Purpose

Annual Compensation—Range 54

(Please be advised that this range is subject to a 3% salary reduction as currently passed by the legislature.)

Washington State offers a solid benefits package that includes a state retirement plan, deferred compensation, paid holidays, paid vacation and sick leave, a full array of health, dental, life and long-term disability insurance coverage, and other optional benefit programs.

This position is covered by a Collective Bargaining Agreement with the Washington Federation of State Employees (WFSE) which contains a “union security” provision. This means that, as a condition of employment, you must either join the union and pay union dues or pay the union a representation or other fee within 30 days of the date you are put into pay status.

Application procedure

Interested candidates may apply by applying via careers.wa.gov, or submitting:

- A letter of interest (addressing all elements listed in the *Desirable Qualifications* section of this announcement, **in the order they are listed**);
- A current resume;
- Responses to the supplemental questionnaire on the following page;
- The voluntary Applicant Profile Data Form (this will be kept confidential and separate from other application materials.)

Submit application materials to: HR@del.wa.gov

Please include your last name and the position title in the subject line of your email.

If online application or e-mail is not possible, please mail application packet to:

Washington State Department of Early Learning—Human Resources Department
PO Box 40970 Olympia, WA 98504-0970
FAX to 360/725-4930

Applications received after **January 15, 2013** may not be considered.

The Department of Early Learning is an equal opportunity employer. Women, racial and ethnic minorities, persons of disability, persons over 40 years of age, and disabled and Vietnam era veterans are encouraged to apply. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please call 360.725.4922 or fax 360.725.4930

Email: hr@del.wa.gov

Supplemental Questionnaire:

1. Choose the option that represents your knowledge of information technology
 - A. No Experience
 - B. Some Experience (work on own computer or family/friends, as part of another job)
 - C. One to Two years of experience in information technology
 - D. More than two years of experience in information technology
2. Education/Certifications - choose your level training in information technology
 - A. No degree/no applicable experience
 - B. No degree/limited experience
 - C. IT Certifications - please list:
 - D. Associate/Bachelors and/or Certifications in related field but no experience
 - E. Associate/Bachelors and/or Certifications in related field with experience
3. Software and Operating Systems - Select the systems you have experience installing, configuring and troubleshooting.
 - A. Windows XP
 - B. Windows 7
 - C. Office 2007
 - D. Office 2010
 - E. Other (Linux, OS X)
4. Systems and Applications - Select the systems you have experience using.
 - A. Active Directory
 - B. Communications (VOIP/PBX/IFAX)
 - C. Scripting (Powershell, VBS)
 - D. Group Policy
 - E. Printers/Print Management